



VIA FACSIMILE: (502) 564-3460
Legal Department

January 2, 2004

Commonwealth of Kentucky
Public Service Commission
211 Sower Boulevard
PO Box 615
Frankfort, KY 40602-0615
Attention: Thomas M. Dorman

Re: Charles Lubber – Case Number 2003-004484

Dear Mr. Dorman:

In response to the above-captioned complaint, please be advised that IDT billed Mr. Lubber for long distance telephone calls that were placed to an Internet dial up number. Given that Mr. Lubber claimed that he utilizes a cable modem as opposed to a dial up connection, as a courtesy, IDT issued a credit of \$43.97 for the disputed calls on September 9, 2003. If Mr. Lubber does in fact utilize a cable modem to connect to the Internet, IDT believes that Mr. Lubber's telephone line was crossed and Bell South routed these calls to IDT's network through Mr. Lubber's telephone line in error. Therefore, IDT suggested to Mr. Lubber, as well as to the Public Service Commission that Bell South would need to correct the routing error before IDT would issue further credits.

IDT never received notification that the line was checked for trouble; however, IDT stopped receiving the disputed calls as of November 30, 2003. Therefore, in an effort to amicably resolve this matter, IDT issued a further credit of \$34.76 for the remainder of the disputed calls. Mr. Lubber has an outstanding balance of \$40.58 for undisputed calls that were placed from his telephone line. Mr. Lubber still maintains an active long distance account with IDT.

I left a message for Mr. Lubber to advise him of the information listed above. If you have any further questions or concerns, please do not hesitate to contact me.

Very truly yours,

Anthony Acevedo
Customer Service Legal Liaison

AA/aa
Cc: Charles Lubber

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PUBLIC SERVICE
COMMISSION
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